

**Joint
Senior Services Advisory Council (SSAC)
and
Disability Services Advisory Council (DSAC)
Meeting
MEETING MINUTES
Tuesday, June 6, 2023**

SSAC Members Present: Mitzi Naucler, Chair; Robynn Pease, Vice Chair and Care Planning Committee (CPC) Chair; Suzanne Lazaro, Issues and Advocacy Chair; Richard Montgomery, Membership and Nominating Committee (MNC) Chair; Bill Turner; Kay McDonald; Terri Fackrell; Dennis Epstein; and Lee Strandberg.

DSAC Members Present: Jan Molnar-Fitzgerald, Chair; Allison Hobgood, Vice Chair; Michelle Giammona, MNC Chair; and Joann Cvar.

Aging and Disability Resource Connection (ADRC) Members Present: Dawn Rustrum.

Guests: Holly Bollman, Lumina Hospice; Bryn McCornack, Newport 60+ Activity Center; and Mel Keller, Fair Housing Council of Oregon.

Members Absent:

Staff: Randi Moore, Senior and Disability Services (SDS) Director; Bernadette Handley, Meals on Wheels (MOW) Supervisor; and Terri Sharpe, SDS Administrative Assistant.

1. Welcome, Introductions, and Additions to the Agenda (SSAC Chair Mitzi Naucler):

SSAC Chair Mitzi Naucler called the meeting to order at 10:00 am. Introductions were made, including guests.

2. Approval of Minutes:

ACTION: Motion to approve the April 4, 2023, Joint SSAC/DSAC meeting minutes made by Suzanne Lazaro, seconded by Richard Montgomery. Motion passed unanimously.

3. Approval of Holly Bollman's SSAC Membership Application (SSAC Membership and Nominating Committee (MNC) Chair Richard Montgomery)

ACTION: Motion to approve the SSAC membership application of Holly Bollman and send it to OCWCOG Board of Directors for their approval made by SSAC MNC Chair Richard Montgomery, seconded by Suzanne Lazaro. Motion passed unanimously.

4. SSAC Membership Renewal (SSAC MNC Chair Richard Montgomery):

ACTION: Motion to approve the SSAC membership renewal of Mitzi Naucler, Robynn Pease, Bill Turner, and Richard Montgomery and send it to OCWCOG Board of Directors for their approval made by Suzanne Lazaro, seconded by Lee Strandberg. Motion passed unanimously.

5. Elections of SSAC Chair and Vice Chair (SSAC MNC Chair Richard Montgomery)

ACTION: Motion to reelect SSAC Chair Mitzi Naucler as SSAC Chair and send it to OCWCOG Board of Directors for their approval made by SSAC MNC Chair Richard Montgomery, seconded by Lee Strandberg. Motion passed unanimously.

ACTION: Motion to reelect SSAC Vice Chair Robynn Pease as SSAC Vice Chair and send it to OCWCOG Board of Directors for their approval made by SSAC MNC Chair Richard Montgomery, seconded by Lee Strandberg. Motion passed unanimously.

6. DSAC Membership Renewal (DSAC MNC Chair Michelle Giammona):

ACTION: Motion to approve the DSAC membership renewal of Jan Molnar-Fitzgerald, Joanne Cvar, and Allison Hobgood and send it to OCWCOG Board of Directors for their approval made by DSAC MNC Chair Michelle Giammona, seconded by Allison Hobgood. Motion passed unanimously.

7. Elections of DSAC Chair and Vice Chair (DSAC MNC Chair Michelle Giammona):

ACTION: Motion to reelect DSAC Chair Jan Molnar-Fitzgerald as DSAC Chair and send it to OCWCOG Board of Directors for their approval made by DSAC MNC Chair Michelle Giammona, seconded by Allison Hobgood. Motion passed unanimously.

ACTION: Motion to reelect DSAC Vice Chair Allison Hobgood as DSAC Vice Chair and send it to OCWCOG Board of Directors for their approval made by DSAC MNC Chair Michelle Giammona, seconded by Jan Molnar-Fitzgerald. Motion passed unanimously.

8. DSAC Approval of Suzanne Lazaro and Richard Montgomery's Transfer of Membership from SSAC to DSAC (DSAC MNC Chair Michelle Giammona):

ACTION: Motion to approve Suzanne Lazaro and Richard Montgomery's transfer of SSAC membership to DSAC membership made by DSAC MNC Chair Michelle Giammona, seconded by Jan Molnar-Fitzgerald. Motion passed unanimously.

9. Care Planning Committee (CPC) Report (CPC Chair Robynn Pease):

The CPC met on May 2nd, where they heard from SDS Program Manager Rachel Sine on the low morale in Case Management due to:

- Increased caseloads;
- Safety and training concerns;
- Lack of clear procedures;
- Reporting response, and;
- The need for greater support while in the field.

Senior Leadership responded by forming two work groups to address these concerns.

Currently, there are approximately 700 consumers. Case Managers have an average of 66 cases per worker and are assigned approximately 3.5 new cases per worker.

SDS Program Manager Sine gave a PowerPoint presentation on the preparation by the State, SDS, and community businesses for the ending of the Public Health Emergency benefits. Because of advanced preparedness, consumers were well prepared for the decrease in SNAP benefits and the return to the pre-pandemic qualification for medical benefits.

For details please click [here](#) for the May Care Planning Committee meeting minutes.

The CPC will meet again on September 12, 2023 at 11:00 am (this is the 2nd Tuesday of the month due to the Labor Day holiday).

10. Issues and Advocacy Committee (IAC) Report (IAC Chair Suzanne Lazaro):

The IAC opted to not go to Advocacy Day at the Capitol this year due to the Capitol being under construction. They will meet with their legislators this Fall.

On May 3rd, the Senate Republicans walked out over a standoff over two bills that would expand access to abortion and gender-affirming health care. The plan is to return on the last day of the session to address the budget and pass minimal items.

Legislators must adjourn by June 25th.

Aging and People with Disabilities (APD):

- Has sponsored a bill increasing Adult Foster Homes service provider reimbursement by 50%.
- Looking at mileage reimbursement for caregivers.
- Looking at a wage study for Case Managers.
- Looking at childcare support for long-term care employees.
- Oregon Memory Net pilot project would provide care providers the opportunity to refer patients who are showing signs of cognitive decline but who have not been diagnosed with a form of dementia to a memory assessment clinic.
- Public input is sought by June 26th on the draft State Plan on Aging for 2023-26. The five focus areas include:
 - Older Americans Act core programs.
 - COVID-19 Recovery
 - Service equity.
 - Expanding access to Home and Community Based Services.
 - Caregiving.
- Department of Health Services (DHS) has launched a new website.
- Oregon Resource Allocation Advisory Committee advises the Oregon Health Authority (OHA) about people who need immediate care with minimal resources.

11. Meals on Wheels Advisory Committee (MOWAC) Report (MOW Supervisor Bernadette Handley):

MOW Supervisor Handley was hired by the agency for six months to assess the MOW program, outreach, volunteer sustainability, and morale boosting. She accepted the offer to stay with the agency for another year as the MOW Supervisor.

Meal Sites:

- MOW meal sites:
 - Currently there are 11 MOW meal sites with all of them now serving meals.
 - Lincoln City meal site manager retired after five years.
 - There was an increase in home delivered meals and congregate dining due to the decrease in SNAP benefits.
 - Looking for ways to get more hot meals and less frozen so they can serve a higher quality meal.
- Community Dining:
 - Not all meal sites are open due to a lack of volunteers.
 - Those that are open, there has been low participation except in Newport and Mill City.
 - Mill City – serving 25-30 people (up from 10 people pre-COVID).
 - Newport – The Newport 60 + Center has partnered with OCWCOG, Lincoln Leadership Organization, and the Veteran's office where once a month MOW is offering a combination of a birthday party and luncheon for community members. They have the option of transportation to the Community Center and dining in the senior program.

- MOW initiated a community dining naming contest to rebrand community dining, which is still under the MOW program but a separate entity.
- Toledo and Siletz are both offering home delivered meals on Monday and Wednesday (double delivery on Wednesday for Friday). Community dining is not open for either meal site due to the lack of volunteers.

12. Senior and Disability Services (SDS) and Community Services Programs (CSP) Updates (Director Randi Moore):

Director Moore gave thanks to MOW Supervisor Handley for doing a great job with the MOW program and remaining with MOW for another year as the program Supervisor. They will be having a Meals on Wheels Advisory Committee (MOWAC) meeting soon.

OCWCOG has hired Lauren Fontanarosa for the new Program Manager position. She'll be responsible for those programs that straddle the Medicaid programs and the Community Services Program. Director Moore will introduce her soon.

Contracts for the Older Americans Act grant funds are being prepped to be sent out for signatures. The money was awarded by the Monitor and Review Committee to those programs serving older adults and people with physical disabilities.

Oregon Association of Area Agencies on Aging and Disabilities (O4AD) Lobbyist Nicole Palmateer Hazelbaker and Director Moore will be talking to Senator Sara Gelser Blouin about the ONE System and how it is not working well for the most at-risk people (seniors and people with disabilities). Safety nets need to be built into the System to keep them from falling through the cracks.

OCWCOG has entered into a contract with MGT for the agency's work on Diversity, Equity, and Inclusion (DEI). They are currently holding focus groups with OCWCOG and Community Services Consortium (CSC) staff, Board members, and Councils. Director Moore would like the Councils to be more involved in conversations regarding DEI and will investigate having MGT come to a Council meeting.

ACTION: Director Moore will investigate having MGT come to a Council meeting and present on DEI.

The Annual Area Plan updates are due on July 14th and will be ready to share at the next CPC meeting.

Case Management morale conversation:

- Not unique to OCWCOG.
- Senior Leadership developed two workgroups.
 - Field Safety Workgroup:
 - Bought phones for any Case Manager who would like to use one out in the field.
 - Backup plan for calendaring so the Case Manager's location is known.
 - Ask for names of consumers who Case Managers feel a level of risk with.
 - ✓ Did one-on-one meetings with the Case Managers to determine the level of risk they feel with the consumer.
 - ✓ Developed tools to provide the level of support to the level of risk. This would range from sending out two workers to do an assessment to having the consumer come into the office for their assessment rather than at their home.
 - Will use the agency's DEI Contractor, MGT to advise on what to do when there are DEI issues between worker and consumer.

- ✓ Lee Strandberg suggested removing any consumer who shows any racial bias against a worker from services. There could be liability issues for the agency if they sent a worker into an unsafe situation and they were aware of it. The consumer needs to be held accountable.
- ✓ Allison Hobgood suggested using a neutral space where the worker and consumer could meet with a mediator so the consumer could continue to receive services.
- ✓ MOW Supervisory Handley asked Director Moore to include the MOW volunteers when bringing in the safety options and guidelines. She also questioned how the agency handles volunteers who are feeling uncomfortable with consumers.
- Workload workgroup:
 - Hired six new Case Managers.
 - Recruiting for a Case Manager floater position where the person can cover for any Case Manager when they are out of the office.
 - Create a backup plan for anything more than four days of absences.
 - Hire more trainers using the current workforce and have them work out of class status.

OCWCOG and the State Employees International Union (SEIU) are in the middle of bargaining. This is the first year they will be doing positional bargaining.

13. Other Business and Announcements:

SDS Administrative Assistant Terri Sharpe shared the SSAC and DSAC revised bylaws were approved by the OCWCOG Board of Directors. She will be updating the SSAC and DSAC Orientation Handbooks and will send a copy to everyone once updated.

14. Adjournment:

The meeting was adjourned at 11:57 am.

The next meeting will be on Tuesday, August 1, 2023.

Meeting Minutes was recorded by Terri Sharpe.